ACTIVE CASES
Analysis May 2004 QA Results for Food Stamps

Sample Size: 87
    (drops excluded)

Totals for May 2004:

LOCATION	TOTAL SAMPLE ISSUANCE	# of ERROR CASES	ERROR DOLLAR TOTAL	PERCENT DOLLARS IN ERROR	FFY 2004 ERROR RATE
STATEWIDE	13,561.00	9	490	3.61%	7.1%
MILWAUKEE	6,446.00	4	183	2.84%	10.2%
BAL- STATE	7,115.00	5	307	4.31%	4.6%

ERROR CAUSES BY TYPE:
- **6-** Agency Preventable Errors
- **1-** Client Error
- **1**- State Error
- **1** –CARES error
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OVERVIEW OF THE ERRORS AND WHERE THEY OCCURRED:
Of the 6 APES, 3 were in Milwaukee, and 3 in the balance of state
The 1 client error was in Brown County.

TYPES OF APE ERRORS (6):

Regular Earned Income: (4)
- (1) Failed to correctly budget earnings and QC not able to justify amounts used by agency.
- (2) Failed to act on new pay stubs sent to agency between reviews.
- (3) Failed to budget Tips that were reported on pay stubs the agency received
- (4) Failed to re-calculate wages at a review.

Child Support Income: (1) Agency used current partial month in their 3 month average to estimate CS.

Medical Expense Deduction: Agency budgeted medical expenses for which the customer was not responsible.

TYPES OF CLIENT ERRORS (1):

Spousal Support: Client failed to report Spousal Support regularly received.

STATE ERROR (1): Shelter was paid by a third party. Customer not entitled to the expense. Originally issued as APE error, refutation made that Wisconsin Policy was unclear, QC agreed, changed to State Error, and Wis. Policy Appendix changed.

CARES Error (1): W2 payment was confirmed and the case wasn't re-run and confirmed for the FS benefit. Called a CARES error per agreement by PASC to call all

these as CARES error, even though could have been prevented by ESS. The complexity caused by having a private agency determine the W2, then alert the ES worker causes a delay, and more likelihood something will be overlooked. The agencies that have the ES and W2 contracts have an advantage because they confirm both programs at once in CARES, whereas the W-2 out-sourced counties do not.

WHEN WERE THE APES MADE?

Of 6 APES, 1 was made at application, 4 were made at review, and 1 was made at a reported change.

TRENDS OR RECOMMENDATIONS:

- **Location:** 3 of the 6 APES were from Milwaukee, and the other three were from Sheboygan, Vernon and Racine Counties. Four of the ten total errors were in Milwaukee County. However they were fairly small in dollar error, which resulted in Milwaukee having an excellent accuracy rate for May.

- **Client errors:** The one client error was failure to report Spousal Support when she applied for FS.

"BIGGEST CONTRIBUTORS": The cases that caused the largest dollar errors for May 2004 (including client errors):

- **Sheboygan County, $98.00 Agency Preventable Error:** Between certifications, the client faxed a pay stub to the agency on 4/5/04. The agency acted on that by requesting additional needed pay information on 4/13. The agency re-budgeted FS on 4/20, which didn't impact benefit amount until June FS. The agency is only allowed ten days to act, including reviewing data, requesting information and processing the data that comes in or denying for failure to verify. If the agency had acted timely in requesting verification upon change report on the 5th, the FS would either have been changed effective May benefit month, or denied for NV for May. It is one of the situations where there is a lot of pressure on agencies to receive and route mail, and have coverage for absent workers so things are done in this short time window.

- **Dane County, $87 State Error:** This case originally attributed to agency preventable error because the agency budgeted rent paid by the absent parent directly to the landlord in lieu of Child Support. The agency countered that the FS Handbook was not clear on this point and also referenced a Call Center answer they had received in the past and requested again August 4 from Call Center, who told them that if a third party paid the rent but the tenant (FS group) still had the legal obligation then it was valid FS deduction. However since then FNS has clarified that they aren't entitled to the deduction. THE FS Appendix has now been updated to show that.

- **Milwaukee County, $75 Agency Preventable Error:** The error was because the agency used medical bills which included portions that the customer was not responsible to pay. This was on the bill in the case record. Also using provider statements rather than bills from them showing dates of service caused some error.